# Role Profile

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<tr>
<th>Role Title: Head of Operations, Canine Health Schemes</th>
<th>Responsible to: Membership and Commercial Director</th>
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**Purpose of Role:**

- To lead the operational management of the Canine Health Schemes, driving improvements in performance and customer service, while maintaining high quality standards and effective relationship management with key stakeholders.

**Key Responsibilities:**

- Manage all aspects of the Canine Health Schemes business, ensuring that the processing of submissions and the issuing of certificates meets required service level standards.

- Lead the team in the delivery of high-quality level of service and support to veterinary surgeons, dog breeders and owners, and scheme assessment specialists.

- Provide effective line management for the Canine Health Schemes team, including leading change within the team.

- To be the public face of and ambassador for the Canine Health Schemes among relevant animal welfare charities, associations, breed clubs, and other stakeholder groups.

- Work with the Marketing team to develop and implement an annual marketing plan that delivers growth in scheme submissions and revenue.

- Provide leadership and management in the completion of change projects to drive performance improvement.

- Manage the BVA relationship with the Kennel Club, ensuring effective communication and facilitating and managing the joint BVA/KC Management Committee meetings.

- Arrange and own all meetings with our expert vets, ensuring actions arising are followed up promptly.

- Ensure that the Canine Health Schemes are professionally represented at national events and on online platforms.

- Carry out any other relevant and appropriate duties which may be required.
**People:**
- Line management responsibility for the Canine Health Schemes team (currently 4 permanent members of staff)
- Providing guidance to, and close working with, the Marketing Officer
- Close working with the Head of Technology and external suppliers in scoping and delivery of digital projects
- Close liaison with the CHS Chief Panellist and Chief Scrutineer
- Work with the Membership and Commercial Director and Marketing team to develop existing markets and grow the schemes.

**Financial Resources:**
- Manage the health schemes budget and resourcing requirements
- Expenditure sign-off for expenses within agreed budget

**Knowledge, Skills and Expertise:**

**Essential:**
- Customer service and account management
- Process mapping and management
- Process improvement
- Working with a CRM or similar IT systems to deliver efficient processes and customer services
- Quality assurance and management
- Relationship management
- Team management/ line management
- Leading and managing change
- Financial management
- Producing and interpreting management reports

**Desirable:**
- Graduate level education
- Project management experience
- An interest in animal health and welfare
- Veterinary sector experience